

DRAFT

Customer Focus

Events ...

- [Idaho Legislature](#)
Convenes 12 noon,
Jan. 9, 2006.

Governor's State of the
State/Budget Address,
7 p.m.
- Grand Opening
Ceremony, [BSU
Indoor Practice
Facility](#), Jan. 31.

Meetings ...

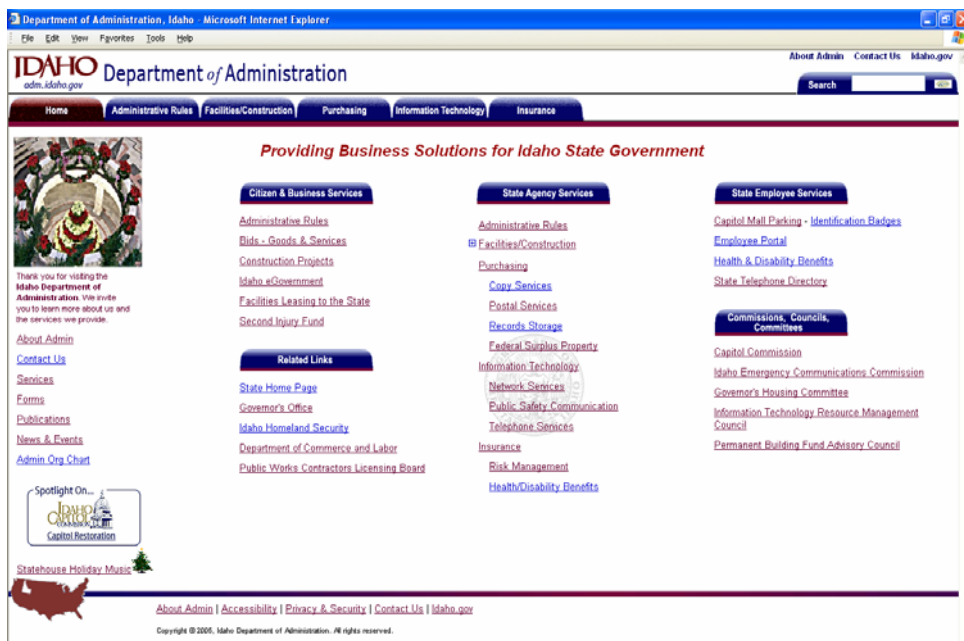
- [PBFAC meeting](#), 1:30
p.m. West Conf. Rm.
JRW Bldg, Jan. 3.
- State Radio Users
meeting, 3 p.m.
Microwave Services
complex-Meridian,
Jan. 11.
- Idaho [Capitol
Commission](#) meeting,
10 a.m. Attorney
General's Conf. Room,
Jan. 19.
- [Capitol Restoration
Legislative Task Force](#)



'Admin on the Move'
A view from the top
See Page 2

December 26, 2005

[adm.idaho.gov](#) launched



Revamped website, agency e-newsletter reflects Department branding, renewed communication efforts

If you haven't already noticed, the Department of Administration launched its new website – [adm.idaho.gov](#) -- in November. After a thorough assessment of the site's design and content, a simpler, more intuitive format was developed where users can quickly find the information they need. Services, formerly listed by Division, are categorized with the customer in mind: **Citizen and Business Services, State Agency Services** and **State Employee Services**.

Also, respondents to the Department's annual Customer Satisfaction Survey indicated we should make others more aware of Admin and our many areas of expertise. Over half of the survey participants suggested we produce an e-newsletter. *Customer Focus* will also be posted to our website. We welcome your comments and story ideas: 208.332.1827, email: pat.wynn@adm.idaho.gov

Survey shows 20,726 state employees use e-mail

A recent survey on statewide shared e-mail conducted by the [ITRMC staff](#) indicates that 20,726 state employees have email access with 39 agencies managing their own email systems. The Department of Administration supports 15 agencies with their email on the Admin system, along with providing administrative support for 12 other agency email systems. An **Enterprise E-Mail Work Group**, established by ITRMC, continues to meet as part of its research into defining an e-mail system capable of providing a common e-mail service.

Postal Services report First Class Stamp increase, effective January 8

Effective January 8, 2006, the **cost of a first class stamp** will increase from 37 to **39 cents**. **UPS mailing services and rates will also increase** as of January 2. Commercial ground service will increase 3.9%, and UPS Air and International Services will increase 5.5%. Residential surcharge for UPS ground will increase by \$0.25. Air services and 3 Day select will increase by \$0.35. The additional handling charge and COD services will increase by \$1 per package. **Contact:** *Kathy Uhling*, [Postal Services](#) 332.1951

Long Term Health Insurance to be implemented in February 2006

A marketing push regarding the Governor's [Long-Term Care Initiative](#) will get underway next month. The program will be made available to active employees and spouses, adult children/spouses, parents, parents-in-law, grand-parents, grandparents-in-law, and for retired state employees and their spouses. This new employee-paid coverage will bridge gaps between what is covered through the state's employee health insurance and costs associated with home health care, adult day care, assisted living and nursing facility costs. Implementation is set for February 2006. The Governor announced the new program in a letter to all state employees and retirees in November. **Contact:** *Jan Cox*, 327.7465 or jan.cox@adm.idaho.gov

Access Idaho Highlight:

- [Mobile.idaho.gov](#) received over 9,000 hits in its first month. The new website that configures state homepage information for viewing on electronic mobile devices racked up 9,030 hits in October—roughly the same number as some state agency websites. The new website was launched in early November.

Safety flags placed at State Street crosswalk, behind Capitol entrance

[Facilities Services](#) has provided reflective, safety flags for state employees and citizens to carry as they cross State Street between the Statehouse north entrance and the Capitol Mall area. Flags can be found in receptacles on both sides of the street at the crosswalk area. The safety feature was suggested by **Representative Wendy Jacquet**, District 25, Ketchum, and is similar to one used in her home area.

Providing Business Solutions for Idaho State Government

State Records Center

5327 Kendall St. Boise
327.7060

The [State of Idaho Records Center](#) is one of the central services managed by the Division of Purchasing – Department of Administration.

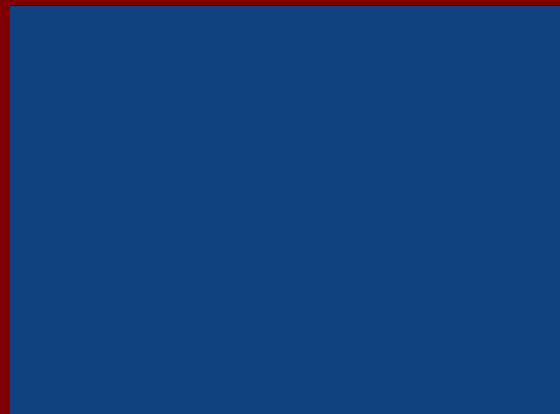
Currently stored at the Center:

- 40,000 boxes of documents
- 9,000 computer back-up tapes
- 2,000 video-tapes

The Center is in the process of automating its records inventory functions to track retention and state agency storage needs. Watch for more information about this Department innovation!

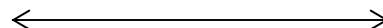
Records Management Training is available to all agencies. Contact: **Duane Bogstie**, 327.7060
duane.bogstie@adm.idaho.gov

Admin on the Move!



Click on the empty frame above to view this month's featured audio/video clip. You will need *Windows Media Player* on your PC. [Click for free download.](#)

Feedback:



(Do you have a question about Admin services or operations? Email us your question, and we'll respond in our next issue). **Contact:** 332.1827 or communicationsmanager@adm.idaho.gov